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FINAL REPORT

July 2014 – July 2015

EACAP IV

Emergency Assistance to Conflict-Affected Populations – IV

COUNTRY CONTACT	HEADQUARTERS CONTACT	PROGRAM SUMMARY	
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1. Program Overview

The project had two main objectives:

Sector Water, Sanitation and Hygiene:

Improve access to emergency WASH services for IDPs and host community members in North Kivu Province in accordance with WASH Cluster standards while strengthening locally-driven WASH management mechanisms.

Sector Humanitarian Coordination and Information Management:

Humanitarian aid organizations fulfill their own mandates through the provision of essential security cooperation and information services

The EACAP-IV program built upon Mercy Corps' previous OFDA-supported humanitarian programs implemented since July 2008 in Eastern Congo. EACAP-IV provided essential emergency water, sanitation and hygiene support to over 192,147 Internal Displaced Persons (IDP) and host community members in Mweso and Karisimbi health zones (Territories of Masisi, Rutshuru, Karisimbi in the North Kivu province). The program provided comprehensive WASH services in 21 camps. During the implementation of the program, IDP sites around Goma experienced a significant decrease of their population (approximately 64.14%, or 34,303 persons) compared to October 2014. This trend is explained by the various fixing exercises¹ in the camps around Goma, with a decrease in population numbers by up to 80%. At the end of

¹ Camp managers (typically IOM and UNHCR) conduct fixing exercises to check the validity of the population numbers recorded in the camps; the exercises consist in visiting the camps at night to identify the people who actually stay in the camps.

July 2015, Goma IDP camps were hosting only approximately 15,211 people (down from 57,442 in October 2014).

As a result, although 240,000 people were initially targeted at the proposal stage, the program ultimately reached 142,192 IDPs at the 21 targeted sites from July 2014 to July 2015, in addition to 49,955 other community members (9,100 residents of three villages participated in a Community-Led Total Sanitation (CLTS) pilot initiative and 40,855 beneficiaries surrounding the IDP sites benefited from water provision).

The program promoted self-sufficiency strategies to increase the implication of camp residents in the management of water and sanitation services and to decrease the dependence on external support for these services. Finally, through close coordination with humanitarian partners and the WASH cluster, Mercy Corps was able to serve additional 3,815 IDPs in Kizimba camp where no WASH actors were present and support the cleanup of two IDP camps around Goma when the government mandated their closure.

Security

Through a partnership with INSO, the program ensured that humanitarian partners working in North and South Kivu were accessing and using accurate security information, which ultimately increased the impact of Mercy Corps and its partners operating in conflict-affected environments.

2. Beneficiaries

Table 1: Total number of beneficiaries reached and targeted

	Number of Beneficiaries Targeted		Number of Beneficiaries Reached		Cumulative Number of Beneficiaries Reached	
	Total	IDP	Total	IDP	Total	IDP
Sector 1: WASH	240,000	220,000			192,147	142,192
Sector 2: <u>HC&IM</u>	90 Humanitarian Organizations	N/A			82	N/A

See Annex 1 for Population Size in target camps in North Kivu.

3. Description of Assessments and Surveillance Data Used to Measure Results

Sector 1: WASH

Mercy Corps used a variety of mechanisms to measure results, and each project sector had a Monitoring & Evaluation (M&E) plan and dedicated M&E staff in place to monitor indicators on an ongoing basis. Relais Communautaires (RECOs) and WASH management committees were created and/or reinforced in all of the camps where Mercy Corps intervened and were key partners for monitoring program progress, with the support of Mercy Corps staff. The WASH management committees and RECOs collected monthly data related to WASH facility gaps within the camps, which enabled Mercy Corps to plan interventions and allocate resources to meet these needs. Indicators were compiled on a monthly basis and reported in quarterly results reports. This information was also compared against data received from partners, including UNOCHA, Première Urgence (as camp managers), UNHCR, IOM, MSF-H (monitoring the cholera treatment centers) and the Government of North Kivu. Thematic meetings were regularly held with these actors in order to coordinate activities in the camps, and Mercy Corps participated regularly in these coordination meetings in order to track population movements and needs of IDPs, as well as to share information related to the progress of activities. Mercy Corps also used population figures received from UNCHR and IOM to calculate and monitor the number of beneficiaries per camp infrastructure, in order to ensure that these ratios were kept within the North Kivu WASH Cluster standards, and when possible, SPHERE standards.

In June 2015, Mercy Corps conducted a Knowledge, Attitudes, Practices (KAP) survey and focus group discussions in order to assess changes in key indicators and perceptions of beneficiaries about the program activities and impact. These surveys served as valuable sources of information for reflection on the results of project activities, as well as future planning. The purpose of the final evaluation was to assess the relevance, effectiveness, and to a lesser degree, impacts of the EACAP IV program components and use the results of EACAP IV as a baseline for ongoing WASH interventions (EACAP V).

See the final evaluation report in annex.

Sector 2: Humanitarian Coordination and Information Management

Internally the service outputs were continually monitored by the INSO Section Director (HQ level) and the Country Director for their quality and validity and to ensure that the services comply with the internal operational standards. All reports published by the partners had at least 2 layers of checking and editing before they were issued. In the case of the weekly incident list, there were 4 different steps of checking and verifying. The analytical reports (bi-monthly and quarterly) had at least 3 steps of corrections and finalization. Request services had at least 2 different people checking the quality of the information shared with the partners.

To strengthen the quality and efficiency of the information collection and collation by the teams, a reminder workshop was held in Goma on 3 July 2015 with the North Kivu team, and a similar session was held in Bukavu on 22 July 2015. This workshop was conducted by the Country Director and intended to increase the team's ability to be able to verify and present information in a timely, consistent, accurate and qualitative manner.

Bilateral discussions were held with the partners in order to ensure the level of satisfaction from their side. For the briefing and training sessions, exit surveys were filled out by the participants to evaluate the level of satisfaction and additional feedback from the participants

specifically for the session they attended. More formal evaluations were done through partner satisfaction surveys at least once a year.

4. Successes Achieved

Sector 1: Water, Sanitation and Hygiene

The goal of Mercy Corps' EACAP IV project was to improve access to emergency WASH services for IDPs and host community members in North Kivu Province in accordance with WASH Cluster standards while strengthening locally-driven WASH management mechanisms. The beneficiary figures were based on estimations received from the local administration, and validated by IOM and Première Urgence (as camp manager). Mercy Corps significantly improved WASH service in 21 IDPs camps around Goma and the Mweso health zone, reaching an estimated total of 192,147 beneficiaries (both IDPs and local community members) benefitting from increased access to potable water, improved sanitation facilities, and increased knowledge and application of good hygiene practices. Overall, the project reached 142,192 internally displaced persons (IDPs) in 21 camps, 40,855 host community members benefited from access to a water supply system, and 9,100 from Community Led Total Sanitation (CLTS) pilot approach in Mweso health zone. To ensure the sustainability of the infrastructure, Mercy Corps complemented the construction of the water supply and sanitation facilities by establishing and training 106 members for water-point management committees; training 597 RECOS; and distributing several types of maintenance and replacement hygiene kits in all of the sites. Due to gaps in the emergency response on the outskirts of Goma, following the departure of other humanitarian actors from the camps, in close coordination with OCHA North Kivu and the provincial WASH Cluster, and with USAID-OFDA approval, Mercy Corps intervened quickly to prevent risks of cholera. Mercy Corps was asked to assume responsibility for cleaning up two IDPs camps outside of its original mandate, closed respectively in December 2014 (Kiwanja), and in May 2015 (Nzulo).

Sector 2: Humanitarian Coordination and Information Management

From July 15, 2014 to July 14, 2015, INSO delivered 139 Flash Alerts followed by 163 updates (to conclude each incident reported); 173 Flash Security Reports followed by 49 updates; 101 weekly roundtables (inclusive for Goma and Bukavu); 8 Director Meetings, 52 Weekly incidents lists; 24 bi-monthly analytical reports; 4 quarterly data reports; 20 orientation sessions; 6 training sessions; 5 security plan reviews, 7 site security reviews and 134 independent security advice services, including crisis assistance and individual briefings to partners.

These services were provided to a total of 82 humanitarian organizations registered in the INSO system in both North and South Kivu provinces. There were few NGOs that stopped their programming in 2015, but new additions were made to the INSO system, therefore the number of partners remained stable since the beginning of the project.

Constraints Encountered

2.1. Security

During the project lifetime, 47 incidents against the NGOs were reported in the North and South Kivu provinces, bringing the total since the beginning of the year to 102 incidents. The second quarter of the year produced (minus) -28 % incidents against NGOs. However some incidents had higher impact on the NGOs and its staff. Another kidnapping case occurred during this period, several robberies turned out violent, and more injuries among the humanitarian workers were reported. During the first 6.5 months of 2015, 23 NGO staff were injured and 11 were kidnapped. All the hostages were released between 1 and 20 days, but in a few cases the hostages were badly treated by the captors. Criminality continues to be the major source of insecurity for NGOs, with about 75% of reported incidents targeting NGOs being criminal in nature. More than half of those incidents are robberies (house and road). National staff members were affected more from these incidents. Five percent (5%) of the incidents were kidnappings. Even though the number remains low, the impact of such incidents is extremely high on the personnel and the organization. Eighteen percent (18%) of the incidents against NGOs were perpetrated by members of the regular armed forces. Most of these incidents were arbitrary arrests or temporary detention of staff and goods of NGOs. Even though few additional incidents attributed to armed groups that affected NGOs were reported during the second quarter of the year, the numbers remain low at 7 %.

Military operations have been at a complete stand still since the announcement of such operations at the beginning of the year. The tension between the UN mission (MONUSCO) and the government have had an adverse effect on these military operations, as the collaboration for these military actions in North Kivu is still on hold due to the tense relations between the two parties. Although the discussions advanced, a permanent solution to the problem was not decided as yet. There were some sporadic attacks to irregular armed groups' positions by the FARDC but these attacks were more retaliatory than being a part of a strategic military action. In return, many of the armed groups launched attacks on FARDC and PNC positions as well as on the patrols on the roads. ADF Nalu, Raia Mutomboki, APCLS and FDLR are mostly responsible for these attacks. The second quarter of the year saw more activities by the armed groups (with a peak number of incidents in June). Forty-eight percent (48%) of these incidents were of criminal nature; mainly lootings, robberies to villages for food items, and aggression against the population. The number of kidnapping incidents by the armed groups showed an upward trend as well. In the last couple of months, many civilians, especially women were kidnapped by Raia Mutomboki elements in Shabunda province. As no major solutions (such as the security sector reform, remuneration of the armed forces, training and discipline) are undertaken, no significant changes to these incidents are anticipated in the near future.

2.2. Movements of Population

Since the beginning of 2015, North Kivu has seen a gradual shift of population movements whereby displaced populations continue to return to their villages, while new displacements have been recorded in the province. Insecurity caused by increased activity of armed groups

and by Congolese military operations (FARDC) remains a main trigger for the movement of people in North Kivu.

More specifically, population movements in the Province are related to the following trends:

- Preventive population movements following the deployment of the FARDC;
- Clashes between FARDC and armed groups;
- Movements of FDLR in several areas of Bwito in Rutshuru Territory;
- Community tensions in Masisi Territory, particularly in the area of Kitshanga;
- Continued attacks and killings of civilians by unconfirmed armed groups in the northern part of Beni Territory;
- Conflict between two factions of the armed group "Cheka Ndume Defense of Congo" (NDC) in Walikale Territory.

OCHA and the Commission for Population Movements (CMP) are currently reviewing all numbers for displaced persons in the province and are now excluding any data that has not been adequately verified. It is now estimated that as of June 25, 2015, 604,562 persons have been displaced in North Kivu Province since 2009.

Goma:

The sites around Goma experienced a significant decrease of their population throughout the project. This decrease is due to several factors:

- Fixing exercises in camps to verify population numbers;
- Progressive spontaneous movements of return following the defeat of M23 in Rutshuru, and the stabilization of certain areas of Masisi Territory;
- Departures resulting from the decision of the provincial authorities to close the sites around Goma - three (Buhimba, Nzulo and Lac Vert) were closed in 2015;
- The decreasing financial resources available to maintain these camps and corresponding reduction of services.

The city of Goma at end of July 2015 hosts nearly 15,211 displaced people in camps, which represent a large decrease since the beginning of the project, and partially explains why Mercy Corps was not able to reach the total amount of IDPs anticipated for this program.

Close of Kiwanja IDPs camp, in Rutshuru territory

On December 2, 2014, the Provincial Governor accompanied by a large delegation from Goma arrived at the Kiwanja IDP site in Rutshuru Territory. In his speech, he mentioned security problems in and around the camp, and announced the closure of the site. People were asked to leave the site on Wednesday, December 3, 2014 at 10:00 am. The camp was closed as planned, but after a month, estimates from UNHCR indicate that about 1,200 people stayed in Kiwanja town in precarious conditions. After the closure of the camp, the risk of contamination due to the rapid dismantlement of the camp and the lack of WASH partners in place were high. Mercy Corps intervened quickly to prevent the risks of a cholera outbreak.

Masisi:

In Masisi, the cumulative number decreased from 138,046 people on May 25, 2015 to 136,324 registered IDPs to July 25, 2015. However, new displacements (2,219 displaced people) – mostly related to the deployment of FARDC in the program areas – were also recorded in several villages in this territory: Luke, Katoyi, Kaandja and Nyabiondo and resulted in preventive population movements.

Despite this volatile context and various security challenges, we were able to adequately respond to the changing and/or increasing needs in the sites where we work throughout project implementation.

5. Challenges and Lessons Learned

1. Space problem for sanitation facilities in some camps

The space problem still persists in some camps such as Mukoto and Muhanga where camps are located on private land. Mercy Corps continues to work in close coordination with the National Commission for Refugees (CNR) who has the competent authority to manage land issues and the location of infrastructure. CNR negotiates areas with residents or sometimes moves displaced people in administrative blocks that are not saturated to get free spaces for sanitation facilities.

2. Security

With the launch of the Sukola II operation by the FARDC in early February 2015 consisting of tracking down members of FDLR in North Kivu province, Mercy Corps decreased the frequency of staff movements on certain routes such as Mpati-Kivuye-Nyange, so as not to expose staff and property. During project implementation, Mercy Corps had to temporarily suspend movements on some axes, but we were never in a situation where we had to cancel our interventions. WASH Cluster standards were met throughout the project, and we were able to mitigate incidences of waterborne diseases. Our local partner NETRESE was also able to maintain access to more remote camps.

3. Reduced number of beneficiaries

Throughout program duration, the number of IDPs in the camps targeted by the action significantly decreased, therefore affecting the number of people reached by the program. In coordination with the WASH Cluster, Mercy Corps proposed to invest some of the remaining funds in addressing needs in Birambizo Health Zone, where no other WASH services are available in the IDP camps. Mercy Corps was also able to adaptively manage the program to reach beneficiaries beyond the original targets, such as in Kizimba camp as well as within the framework of the closure of Kiwanja and Nzulo camps.

4. Theft of infrastructure during the closure of Buhimba camp

As part of the preparation for the dismantling of Buhimba camp, Mercy Corps was on site on May 14, 2015 and found that 64 shower doors (made of plastic sheeting over a wood frame) had been dismantled overnight and the materials had disappeared. Mercy Corps investigated this loss by interviewing members of the displaced population as well as the CNR and Première-

Urgence camp managers, who reported that the materials were stolen by Buhimba residents and IDPs. Implementing partners systematically face similar issues during the closure process, as IDPs do not want to leave the camps empty-handed. Mercy Corps continues to work in close cooperation with the various actors to identify ways of improving the security on sites.

5. Involvement of the community in Nyabyunyu water system management

The communities of Mugunga and Lac Vert participated in the construction of the Nyayunyu water system, and expressed their interest in participating in its management after the official handover. It was a challenge to get all parties to agree on how the system would be managed, but the communities, the local partner organization, and Mercy Corps came to an agreement on the management system. Mixed monitoring committees were created, and are now functional. One lesson is that after being involved in building the system, the communities were ready to take ownership over the project, with limited support from external actor. We believe that this will improve the reliability of water provision in the target areas.

6. Changes in Program Design

There was no significant change to program design. Following a consultation with OFDA, Mercy Corps intervened in camps that were outside our original targets, but the type of interventions implemented – as well as the geographic locations (Kizimba, Kiwanja, and Nzulo) were within our mandate for this program.

7. Project Performance

Sector 1: Water, Sanitation and Hygiene (WASH)

Objective 1: Improve access to emergency WASH services for IDPs and host community members in North Kivu Province in accordance with WASH Cluster standards while strengthening locally-driven WASH management mechanisms.

The project was initially designed to serve an estimated 240,000 beneficiaries (220,000 IDPs and 20,000 host community) living in IDP camps and surrounding IDPs camps in North Kivu, through improved access to emergency WASH services and potable water supply, increased sanitation facilities, and increased knowledge and application of good hygiene practices.

From July 15, 2014 to July 15, 2015, Mercy Corps continuously ensured access to clean drinking water and sanitation facilities – in accordance with the standards of the North Kivu WASH Cluster – in 21 IDP camps. The program also provided hygiene promotion support to approximately 142,192 IDPs living in the Mweso-Birambizo and Karisimbi health zones. With USAID/OFDA support, Mercy Corps worked with a local partner Yme Grands Lacs (YGL) to manage the Nyabyunyu pumping and gravity water system in collaboration with the local Lac Vert and Mugunga host communities. Mercy Corps also focused on building the capacities of camp committees in managing WASH infrastructure. The committees received training on construction and maintenance of sanitation facilities. They also benefited from refresher training on self-sufficiency strategies, and received maintenance kits to help them fulfill their tasks.

Sub-sector 1: Water Supply

As of July 2015, the overall average of water available in targeted IDP camps was 22 liters/person/day, which exceeds the SPHERE standard of 15 liters/person/day. SPHERE Standards and UNICEF WASH standards define “sufficient” quantity as an absolute minimum of 15 liters/person/day. This quantity includes all water that households collect and use for drinking, cooking/food preparation, bathing, personal and household hygiene, and sanitation. *See detail in Annex 2 on water production per target camp/site;*

Access to drinking water was ensured through the following activities:

- Daily water trucking in Mugunga I IDP camps from October 6-11 and in Lac Vert IDP camps from October 7-9. Mercy Corps stopped supplying water through water trucking on October 11th, 2014. From October 2014, Mercy Corps provided 2,414.5 liters of fuel per month to produce 13,890 m3 of drinking water distributed in the camps of Mugunga III (3,690 m3 per month), and Mugunga I in addition to water supplied by water trucking (300 m3 in October 2014), for Mugunga district resident population (225 m3 and Lac Vert IDPs camps (75 m3 of water).
- Continued management of two water pumping, treatment, and distribution stations serving Buhimba up to May 2015, when the camp was officially closed by the Government (24,000 liters/day) and Bulengo (119,000 liters/day) IDP camps. From December 2014, Mugunga III, Mugunga I and Lac Vert IDPs camps were supplied water from the Nyabyunyu pumping and treatment station through a sub-grant with the local organization Yme Grands Lacs. All water systems operated and/or monitored by Mercy Corps adhere to a minimum of 0.5 mg/l of residual chlorine at all water points and 0.3 mg/l at the household level.
- Weekly random water testing at household and water point levels in Mugunga I, Buhimba, Bulengo, Lac Vert and Mungote. Mercy Corps regularly carries out water testing activities to verify that water is potable and meets the North Kivu WASH Cluster standards, both at delivery points and at the household level.
- Mercy Corps completed a topographic study to investigate how to supply water in Bulengo IDP camps and host community through more sustainable systems than water pumping.
- Mercy Corps completed the construction of Mungote gravity-fed water system, after laying 9,250 meters with 110 mm pipes, constructing 10 common tap stands and a 150m3 cubic meter storage reservoir. The system was handed over to the users and provincial authorities on August 28, 2014.
- A total of 2,669 20-liter jerry cans were distributed in four IDP camps, in Mweso health zones (609 in Kalembe Kalonge, 312 in Kalembe Remblai, 644 20 in Muhanga, 701 in Mokoto and 403 in KASHESHA;
- Protection of five spring catchments (two in Mpati, one in Kivuye and one in Mukoto and additional spring in Ngesho);
- Construction of two 10 cubic meter reservoir in Mpati (2) and one in Kivuye;
- Training of 106 (65 men and 41 women) water management committee members on good governance;

- Training of 114 (65 men and 49 women) water management committee members on peaceful conflict resolution and maintenance of their water system.

Sub-sector 2: Sanitation

Over the course of this project, Mercy Corps constructed or repaired the following sanitation facilities:

- Construction of 702 new latrine stalls; (see more detail in Annex 3)
- Rehabilitation of 322 existing latrines;
- 958 displaced latrines;
- Distribution of 304 hygiene kits and 509 replacement kits for latrine maintenance to the WASH committees, the RECOs or the Mother Leaders;
- Treatment and sealing of 2512 full latrines in 23 camps;
- Construction of 375 new shower facilities and 567 repaired;
- Construction of 10 laundry facilities;
- Construction of 10 waste pit facilities;
- Construction of 50 personal hygiene facilities for women;
- Construction of 10 laundry facilities in four IDP camps surrounding Goma;
- Distribution of 6,575 bags of soap (of 250 gram each) to 11,853 beneficiaries during mass campaign for clean camps. Mercy Corps team and RECOs conducted home to home visits and to sensitize the IDP population on hygiene good practices, water storage, and cholera prevention),
- 621 family latrines (239 in Katahando, 237 at Kalonge, 145 latrines at Mbuhi villages) constructed and 347 rehabilitated through Community Led Total Sanitation approach.
- Continued awareness-raising to promote self-management and encourage beneficiaries to maintain hygienic sanitation facilities in their communities.

As a result of this project, access to latrines significantly increased in the target camps: the SPHERE standard of 20 people per latrine was achieved in 4 out of 20 camps, and the North Kivu WASH Cluster standard of 50 people per latrine in 14 out of 20 camps. On average across the target camps, the ratio was 32 persons per latrine. However, at the end of the program the ratio was superior to 50 persons/latrine in two camps (Mokoti and Kashuga). This situation has been rectified since August 2015.

Before the construction of WASH infrastructures (latrines, bathing facilities, and water points), beneficiaries were consulted to validate the location of the latrine in order to ensure that the latrines were located in a safe place and that the locations were convenient and did not detract from other uses of the land.

Sub-sector 3: Hygiene Promotion / Behaviors

At the beginning of the project, Mercy Corps' Hygiene Promotion Team identified 271 *Relais Communautaires* (RECOs) (147 women and 124 men) in Masisi and Rutshuru Territories and an additional 234 RECOs trained (198 women and 36 men) in camps around Goma (Mugunga I, Bulengo, Buhimba and Lac Vert). The RECOs are volunteers from the camp population who receive training on prevention, detection and management of diarrheal diseases in order to be

able to disseminate key hygiene messages for the prevention and management of risky health behaviors in the camps. The RECOs also oversee latrine maintenance.

The RECOs were mobilized to sensitize their communities on health issues through home visits and focus group discussions. In total, the following was achieved with the participation of the RECOs:

- 2053 focus group discussions conducted in 20 camps with camp committees and inhabitants on WASH related issues in the camps;
- 304 hygiene kits distributed for maintenance of constructed latrines and 110 maintenance kits to replace old kits;
- 751 waste pits evacuated;
- 2,512 latrines sealed;
- 57 theater performances conducted in the camps to transmit awareness messages on good hygiene practices and show risks in displaced communities.

Other Hygiene Promotion activities included:

- Training of 234 people in five IDPs camps surrounding Goma city (200 out of 234 or 85.5% women and 34 or 14.5% men) and training of 227 RECOs in Mweso health zone.
- Training of 92 child animators (46 out of 92 or 50% girls) in Mweso health zone and 16 (8 out of 16 or 50% girls) in Goma.
- Mercy Corps reinforced the sensitization campaign using the child-to-child approach in the camps with the participation of 7,352 children.
- Dissemination of daily radio messages (with local radio –Community Broadcast of Kalembe and Pole FM in Goma) about good hygiene practices;
- 1,254 5-kg bags of powdered soap distributed to all IDPs camps;
- In collaboration with IOM and CNR, Mercy Corps organized theater sketches with hygiene promotion messages during International African Children’s Day on June 16, 2015 in Mugunga I (with 3436 children participated during that day)
- A barriers analysis survey was completed in Goma IDP camps and Mweso (4 practices that were analyzed as part of this survey were: water management, open defecation, hand washing before breastfeeding, self-care by women)
- Mass awareness campaigns were also carried out through songs, dances, theater sketches by children in five camps around Goma and Mweso health zone. This activity was conducted by children in the camps (child to child approach: 4 days to raise awareness of the different risky hygienic practices)
- Dissemination of daily radio messages (with local radio stations: Community Broadcast of Kalembe and Pole FM in Goma) continued about good hygiene practices;
- Awareness-raising to promote self-sufficiency strategies and encourage beneficiaries to maintain hygiene and sanitation facilities in their communities.

Mercy Corps’ Hygiene Promotion Team worked closely with the RECOs to disseminate messages on hygiene best practices and the prevention of diarrhea diseases. Cholera detection, prevention and management received special focus on a weekly basis throughout project implementation.

Cholera outbreaks

In response of cholera outbreaks, Mercy Corps focused additional efforts on improving WASH services within the camps. Additional water points (spring catchments and small gravity water systems) were constructed in Mpati, Kivuye, Mungote, and Mweso. During cholera outbreaks, Mercy Corps conducted massive disinfection interventions in Kalembe, Kashuga, Ibuga, Mungote and Kahe IDPs camp and in the camps around Goma, in order to reduce the risk of disease spreading. Mercy Corps increased the number of key hygiene messages diffused by local radio stations (Pole FM). An increase in communication and coordination between partners working in the WASH and health sectors led to improved information sharing on new cholera cases and response strategies.

Mercy Corps organized a mass campaign for jerry can and water storage container cleaning. In total, in 4 camps around Goma 12,896 20-liter jerry can were cleaned.

Over the course of the project, Mercy Corps responded to four cholera outbreaks:

1. July-September 2014: Mungote (30 cases), Kashuga I&II (5 cases), Kahe (4), Ibuga (3), Buhimba (5 cases), Bulengo (9 cases) Mugunga I (4 cases), Mugunga III (22 cases)
2. October-December 2014: Kahe (4), Mweso (1), Buhimba (1), Lac Vert (1), Bulengo (4), Mugunga I (12), Mugunga III (22)
3. January-March 2015: Lac Vert camp (2), Bulengo (3); Mugunga I (8), Mugunga III (6 cases)
4. April-July 2015: Mugunga I (1), Mugunga III (5), Lac Vert (2).

Sub-sector 4: Environmental Health

- Mercy Corps mobilized camp communities to empty 170 waste pits.
- Latrines were cleaned once or twice a day by camp volunteers under the supervision of trained personnel (e.g. RECOs and Mere Chefs²).
- Closure and total sanitation of Buhimba, Nzulo camps (Goma) and Kiwanja camp in Rutshuru Territory.

Evacuation of waste pits in the camps is done on a voluntary basis, and was monitored by Mercy Corps hygiene staff. Mercy Corps was initially using CfW methodologies to encourage people to empty the waste pits and other sanitation-related activities (latrine sealing or construction). During this project, Mercy Corps gradually reduced the CfW payments to promote self-sufficiency. Due to problems with camp communities undertaking these activities without CfW payments, Mercy Corps decided to provide soap to the volunteers as an incentive in camps around Goma, in order to maintain their personal hygiene during and after evacuation of the pits. A total of 751 waste pits were evacuated over the course of the project.

Sector 1: Humanitarian Coordination and Information Management

1. Achievements

² There is a *Mere Chef*, assigned to each administrative block in the camps who is responsible for managing a rotation of latrine cleaning duties among each household in the block.

INSO DRC teams produced the following services to its partner organizations through its scheduled and request services as stipulated in the Scope of Services during the final period of this funding (April through July 15, 2015):

1. **FLASH ALERTS:** A total of **47 flash alerts** with pertinent information on security situations that required immediate action and measures to be taken by the partners were issued (38 in North Kivu and 9 in South Kivu). These threat warnings were followed by a **total of 44 updates** until the initial incident was closed (33 follow up in North Kivu and 11 follow up reports in South Kivu).
2. **FLASH SECURITY REPORTS:** A total of **54 flash security reports** (39 in North Kivu and 15 in South Kivu) were issued to the partners during the reporting period. These reports were followed by **17 additional updates** (9 in North Kivu and 8 in South Kivu) in order to close the initial incident with all current information provided to the partners. These reports are regarding incidents that could impact on humanitarian activities, security management and/or could change the context in which the NGOs are operating.
3. **WEEKLY ROUNDTABLES:** Covering the reporting period, **30 weekly roundtable meetings** were held both in Bukavu and Goma inclusively. No meetings were cancelled and they took place every week in each province. The participation was on average 26 partners in North Kivu and 15 in South Kivu. These meetings provide a forum for the sharing and discussion with NGO security focal points and include a summary of the incidents occurring that week in the respective province as well as a briefing on the current context including an overview of imminent risks to humanitarian operations.
4. **DIRECTORS MEETINGS:** **3 Directors' meetings** took place within the reporting period. The CD Forum in South Kivu was also in restructuring phase that didn't have scheduled meetings until March. However, a meeting by the Security Analyst in South Kivu was organized in early March with the CDs present in order to review the Contingency plans. Since the inception of INSO programming, these meetings were difficult to plan and execute as the Heads of Missions in both provinces were already committed to a wide range of meeting scheduled.
5. **WEEKLY INCIDENT LISTS:** A total of **15 weekly incident lists** were published throughout the reporting period. These reports are provided to the partners each week on Friday and have so far provided NGOs with verified information on individual security events reported from the two provinces over the course of the reporting period. The weekly database format allows NGOs to search by province, place, and date as well as to filter only those events that specifically impacted NGOs. The list provides only validated and confirmed information, therefore provides the NGOs with factual data filtered from rumors and hearsay. The quality and depth of these reports continue to improve as the efficiency of INSO teams grows in addition to their ability to create broader and more reliable information networks for incident verification.
6. **BI-MONTHLY ANALYTICAL REPORTS:** INSO published **7 bi-monthly reports** during the reporting period. The Bi-monthly Reports cover each territory in the two provinces that INSO has programming and provides a more analytical view on the general situation twice a month. The analysis focuses on the particular trends in each territory, the presence of irregular armed groups, the possible risks and stakes for the humanitarian activities, as well as the recommendations to NGOs on certain ad hoc problems.

7. **QUARTERLY DATA REPORTS:** During the reporting period **1 Quarterly report** was issued. The Quarterly Data Report is a more in-depth analysis of the overall situation and focuses on the trends that occurred during the quarter. These reports are more comprehensive in the coverage period therefore provides an overview of the security environment in which the NGOs are operating. As it also utilizes accumulated data from the beginning of the year it allows for longer term trend analysis and insights into the changes, and impact of these changes, on the humanitarian environment. The report is based on factual data and includes analysis of the political, military and regional factors that could influence the security environment of the NGOs. NGO partners are able to use the findings of this report for planning, better analysis of the context in which they operate.
8. **ORIENTATION BRIEFING SESSIONS:** During the reporting period, **7 orientation sessions** were conducted. The sessions are repeated twice per month (one in Goma and one in Bukavu) and are designed for newly arrived staff members in order to expose them to the present context, historical analysis, current trends and NGO security concerns. Another session is scheduled for 22 July in Bukavu to conclude the sessions planned for the month. According to the exit surveys from the participants of the sessions held so far, the briefing has been found extremely useful for their understanding of the context and its security implications.
9. **SITE SECURITY REVIEW:** Three **(3)** site security reviews were completed during the reporting period (2 in South Kivu and 1 in North Kivu). As a request service it requires the initiative from the partners and is continuously promoted through INSO publications, briefing and training sessions as well as the weekly and monthly meetings.
10. **SECURITY PLAN REVIEW:** One **(1) security plan review** request was received and delivered to the concerned partners throughout the reporting period. Again this is a request service that requires an active initiation by the partners and as with the site security review service and it is promoted to partners via different venues and publications by INSO.
11. **INDEPENDENT SECURITY ADVICE:** This is also a request service that the individual partners can demand for in-depth information on any given security situation (including critical incident assistance and individual briefing sessions based on their specific area of interest). Sixty one **(61) independent security advices** were provided to partners during the reporting period. This is a request service that is used the most by the INSO partners in both provinces.

8. Recommendations for improving the design of the program

Sector 1: WASH

- The problem of space has persisted in camps in North Kivu since camps were opened in 2006. In addition, the nature of the soil (volcanic or swampy) slows down construction of new infrastructure and increases its costs. The solution to address the problem would be the construction of latrines that can be emptied. We propose to test locally-manageable options as part of a future project.

- The selection of location for camps did not take into account the existence of potential drinking water resources, hence the WASH partners are forced to adopt expensive solutions to ensure access to water (such as water trucking or water pumping using fuel). Mercy Corps works closely with the humanitarian community to improve camp management and camp planning in this sense, and to advocate for less costly and more durable solutions for populations when and where appropriate.
- Durable solutions have been proposed and some options have been accepted such as the construction of gravity-fed water system to supply the camp of Mungote and Kahe, or the camps in Mpati. In areas that have been affected by long-term displacement, it makes sense to find longer-term solutions for access to water to avoid repeatedly implementing expensive activities for water supply (such as water trucking).
- To avoid frequent repairs of latrines and showers, Mercy Corps has changed the design of the superstructures using iron metal sheets instead of tarpaulins, which has reduced the cost of material and repair of sanitation infrastructures. Material such iron sheet metal from the dismantled camps were reused to replace the infrastructures in plastic sheeting in Mweso and Goma.

9. Cost Effectiveness

Mercy Corps uses a number of strategies to ensure that its programs are cost effective and adhere to the program budget.

The reduction in Cash-for-Work payments was preceded by sensitization within camp communities on Mercy Corps' strategy to promote self-sufficiency, and camp communities expressed that they understood this need. The labor costs of digging in volcanic soil in Goma were reduced from \$75 to \$50 for 5-door latrines and from \$150 to 100 for 10- door latrines. The cost for construction work was also reduced from \$125 to \$70 for 5-door latrines and from \$180 (foundation and superstructure) to \$140 for 10-door latrines. The amount paid for waste pit removal in camps around Goma was reduced from \$200 to a box of 25 pieces of soap, while in Mweso camps these activities were changed from 25 pieces of soap to a total community contribution. In Mungote the WASH committee started to repair latrines and showers as a total community contribution with Mercy Corps providing the construction material. In other camps, this activity is still paid by Mercy Corps \$1 for a shower door repaired and for 2-door latrine.

In total, 958 old structures were replaced and installed on the new pits, which decreases the cost of the latrines. The construction of superstructure with metal iron sheet instead of plastic sheet reduced the project cost by reducing the frequency of repairing and the possibility of using the iron sheet for a new latrine pit. During the camps consolidation and camps close some construction were kept to be reused or to replace old infrastructures in plastic sheeting in Mweso health zone.

Overall, our strong existing partnerships with local organizations as well as our years of experience in emergency WASH programming in Eastern Congo has allowed Mercy Corps to

employ the most cost-effective approaches to adequately meet the needs of target conflict-affected populations.

10. Reasons Why Goals/Targets were not met

Despite the insecurity prevailing in the areas of implementation and major movements of population in and between different camps, Mercy Corps has achieved most of the objectives set out in the framework of this project and has continued to maintain the standards of the WASH Cluster North Kivu regarding access to latrines for 18 out of 20 IDPs camps at a ratio of on average 32 persons per latrine at end of the project, showers and water supply. Mercy Corps progressed in terms of adoption of self-management strategies by beneficiaries, especially in the camps around Goma where emptying garbage pits has evolved from a compensation of \$200 to a voluntary community service in Mweso and 25 pieces of soap for a waste pit evacuated in Goma.

As explained above, population movements prevented Mercy Corps from achieving targets under the Hygiene Promotion / Behaviors sub-sector. Indeed, movements in and out of the camps made it difficult for the Hygiene Promotion teams to monitor camp residents and provide refresher training when needed.

Sector 2: Humanitarian Coordination and Information Management

Most of the challenges that were cited in the reports throughout the project remain valid:

- Among the 82 partners, it has been a challenging process to create reliable networks, as the turnover rate of (especially international but also national) staff members in the partner organizations remains high. This creates a failure to share important information with INSO, and a lack of attention to the INSO Code of Conduct, which states the obligations of the organizations to share the pertinent security information with INSO. With each new registration of individuals from the organizations, INSO sends a copy of the Code of Conduct, Scope of Services, and information on INSO services. In addition to that, the Orientation Sessions allow INSO to explain the functioning of the organization to the new arrivals in order to ensure that the participants can become efficient collaborators from the beginning. INSO meetings are as well used as suitable venues to explain the importance of information sharing and the confidentiality for all parties.
- The difficulty in organizing Directors Meetings due to the scheduling conflicts and therefore being unable to ensure maximum participation. Furthermore Country Directors are based either in Bukavu or Goma, but rarely are these two groups able to meet together (which is part of the reason to hold these meetings) in order to elaborate on the wider security situation in both provinces.
- Finding quality personnel especially for the Safety Analyst positions.
- Constant challenge for verification of the information collected.
- Coordinating with the UN agencies in North Kivu proved difficult due to the high level representation by the MONUSCO leadership, which created concerns for the leakage of information to the third parties. Therefore, the level of sharing information with the UN

Mission was limited since the second half of 2014 when the mission moved its headquarters to Goma, North Kivu.

Lessons learned and actions to reduce the negative effects of the above challenges were;

- As part of the challenge mentioned above, by improving the communication with the UNDSS colleagues, INSO North Kivu was able to be accepted in the UN Provincial security meetings as an observer that are held weekly in the province. This allows INSO to exchange information with the UN agencies and MONUSCO in a more systematic and continuous manner. This allows creating confidence and collaboration with the other UN partners including MONUSCO.

11. Success Stories

Sector 1: WASH

Improved living conditions

1. Mama BORA is a member of the Community-Led Total Sanitation (CLTS) committee at Tahandwa village. As such, she was trained by Mercy Corps on the risks related to open defecation. The training was an eye-opener for her, and she actively engaged in mobilization and good practices dissemination in her village. She started with constructing her own latrine herself without any external support, and then was able to accompany other community members to do the same.
2. In the Muhimba Wetemwami locality, Chief Mbuhi told the community to receive Mercy Corps as a visitor in Mbuhi village, especially for the activity for fighting against diarrheal diseases by discouraging open air defecation. He reported “We are working to build a latrine, and we really say thank you for thinking of our village. We wish for this initiative to continue in other villages around us.”
3. “My name is Bujorera Bapfakururimi. I am 66 years old am married to Kankera Nyirabagenzi and the father of 4 children. I moved in the camp of Kahe Administrative block 27, 3 years ago. I came from Pinga before settling in the camp. At Pinga I was hit by a bullet in the foot while in clashes with armed groups that were active in this region. Often for toilet we used the bush and we took showers in a large river but in the camps, Mercy Corps has constructed for us a bathing facility for women and men and personal hygiene for women only; in our IDPs camps there is no question of privacy. Mercy Corps built in B27 administrative block a latrine block of 10 doors with 2 doors for people with less mobility. I found it easy to use because in the latrine there is a seat when someone wants to defecate.”

12. Coordination

Sector 1: WASH

Mercy Corps regularly participates in the following coordination meetings in order to ensure coherence in program implementation strategies and that needs are covered as effectively as possible:

- WASH Cluster in Goma
- Working groups for camp coordination and management in Goma organized by UNHCR
- Working group for IDPs site coordination and management in Goma organized by OIM
- Weekly coordination meetings organized by OCHA in Kitchanga every Wednesday
- Bi-weekly coordination meetings organized by National Commission for Refugees (camp manager in Mweso Health Zone)

Sector 2: Humanitarian Coordination and Information Management

INSO teams in Goma and Bukavu at the provincial level and the Director both at the provincial and capital level take part in various coordination mechanisms;

At the provincial level, INSO teams coordinate with;

- UNDSS and MONUSCO (in Bukavu INSO joins the SMT and UN provincial security meetings as an observer, in Goma, INSO started attending UN provincial security meetings as an observer since June 2015), both teams attend CIMIC-MONUSCO meetings (although the CIMIC-MONUSCO meetings in Goma are currently on hold awaiting a restructuring of the meeting outlines.
- Formal and informal meetings with partner organizations
- Meetings organized by OCHA and UNDSS
- Provincial military and police corps

At the Director's level, INSO coordinates with;

- Generic and bilateral meetings with humanitarian organizations
- Embassies, diplomatic corps and donors
- UNDSS and MONUSCO hierarchy in Kinshasa and in Goma
- National and Provincial ministries and civilian authorities
- Higher level (and national level) military authorities
- Representatives of the media

13. Conclusion

In North Kivu, Mercy Corps overcame security constraints and restricted humanitarian space to deliver essential WASH services to over 192,147 people living in and around 21 IDP camps across Masisi, Rutshuru and Goma territories. EACAP IV was much affected by the announcement by the provincial government of camp closure in November 2014 and the actual closure of Buhimba, Kiwanja and Nzulo IDPs camps in December 2014 and May 2015. This project also marked the completion of certain construction activities of durable WASH infrastructure, including a 10-kilometer gravity system with protection of three sources of ground water, construction of a 150 cubic meters reservoir in Kitshanga, and 10 tap stands to supply water to Mungote and Kahe IDPs. These are cost effective alternatives to very expensive

pumping or trucking systems that were in place. Mercy Corps also completed the construction of three 10 cubic meter reservoirs in Mpati and Kivuye.

Provincial authorities and camp managers in Goma city have thanked Mercy Corps and USAID / OFDA for funding the Kitchanga gravity water system and execution of clean-up of the three camps before the final closure.

Also of note, the pilot project on the community led total sanitation was successfully implemented with a construction of 621 new latrines in three villages, which stopped the practice of open defecation and reduced the contamination of water sources and spread of diarrhea diseases. In addition Mercy Corps responded successfully to the cholera crisis in Kitchanga, Kashuga, Mugunga III and other camps surrounding Goma city.

Mercy Corps organized the end line household survey from 16 June to 9 July 2015, for the collection of data for comparison with the data collection conducted in July 2014. These results will be used to refine our approach based on best practices during the implementation of EACAP V. Mercy Corps proposes to build on these achievements over the course of future projects in order to maintain and improve the WASH services for conflict-affected populations while working towards sustainable impact in the camps as well as their host communities.

Regarding the second sector, looking at the last 12 months and the achievements in terms of the number of services provided to the 82 registered partners, it is possible to conclude that INSO DRC services are definitely sought for and contribute to the safety and security awareness and management of the NGOs operating in the 2 eastern provinces of DRC. One hundred forty-six (146) individual requests from the partners were rendered (134 security advice and 7 site security reviews and 5 security plan reviews). As these are secondary priority services to INSO teams, it does show the commitment, dedication, and time allocated to these individual requests. The level of engagement and the confidence to INSO teams grow over the years and INSO DRC is now a focal point for NGO safety and security.